

Crash Web

Information, Guidelines, and Troubleshooting

May 14, 2013

Crash Web is an on-line system that provides images of crash reports (originals and supplements). Personal information contained in crash reports is protected by both federal and state law. This document provides information to users and administrators of the Traffic Engineering Accident Analysis System (TEAAS) for managing Crash Web accounts.

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I. NCID

An NCID (North Carolina Identity Management Service) account is required to access Crash Web. These accounts are NOT managed by the Department of Transportation. Instructions for setting up a new NCID are as follows:

http://www.ncosc.net/BEST/support/NCID_setup.pdf

Access to the NCID system, including contact information for asking questions or resolving issues, is as follows:

<https://ncid.nc.gov/>

II. Access – New

New access to Crash Web for TEAAS users is managed by the NCDOT's Traffic Safety Unit. TEAAS users requesting access to Crash Web must first obtain an NCID (see Item 1, above). Second, they must complete the following form:

https://connect.ncdot.gov/resources/safety/Teppl/TEPPL%20All%20Documents%20Library/C34_CWRForm.pdf

Third, they must send the completed form to TEAAS_Support@ncdot.gov or fax it to 919-771-2745.

III. Deactivation due to Inactivity

Crash Web accounts are automatically deactivated after 45 continuous days of inactivity. If your account is deactivated due to inactivity, contact TEAAS_Support@ncdot.gov to have your account reset.

IV. Property Damage Crashes and Reports

To login to Crash Web, go to the link below:

<https://dmvcrashweb.dot.state.nc.us/crashweb/html/crstitle.html>

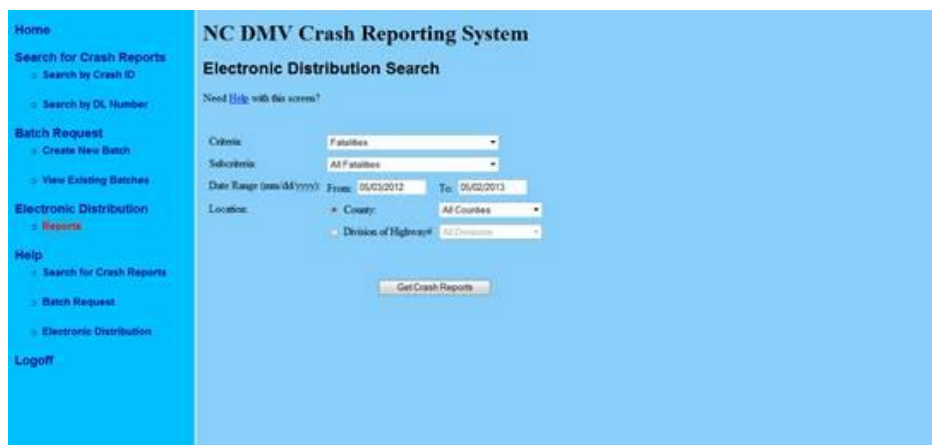
You will first be redirected to the NCID login page shown below. Enter your NCID User ID and Password here:

Once logged in, you should see the page below. Click on the “GO →” button beside the “External User Crash Report Requests” as indicated by the red arrow in the screenshot below:

Click on the “Reports” link on the next page:



You are now in the reports section of Crash Web and should see a webpage similar to the screenshot below:



To search for crashes coded as having DOT property damage, select “DOT Property” under the “Criteria” section. Next select the date range you wish to query under the “Date Range (mm/dd/yyyy)” section. Finally, select the “County” you are interested in. (You could also select an entire Division by changing the toggle to the “Division of Highways” option.) When you are done entering your search criteria, select the “Get Crash Reports” button.



You should then see a results screen similar to the one below.

NC DMV Crash Reporting System
Electronic Distribution
Need [Help](#) with this screen?

Search Criteria
Criteria: DOT Property
Subcriteria: DOT Property Damaged
Date Range: 04/15/2013 to 05/02/2013
County: FRANKLIN

2 Crash Report(s) were found meeting the search criteria

Crash ID	F Doc	Accident Date	County	On Road
103726198	1	04/15/2013	FRANKLIN	US 1
103726228	1	04/17/2013	FRANKLIN	SR 1003

[Create Batch](#) [View Printable Format](#)

To view the actual crash report, click on the Crash ID number indicated by the red arrow in the screenshot above. You will then see the window below open.

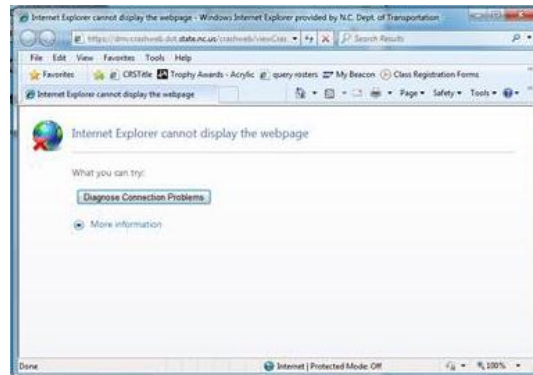
NC DMV Crash Reporting System
External User Request
Documents available for crash ID 103726198 :
Initial Filing =>> [View](#)
[DONE](#)

Click the “View” link and the crash report should then open.

If you have any questions or run into any issues with this process, please email TEAAS_Support@ncdot.gov and someone will respond promptly.

V. Image Display Issues

There are occasional issues with viewing crash report images directly from the Crash Web site. In many cases, an error message such as the following (or something similar) will be displayed:



This viewing issue has come and gone over the years and has typically been related to the default viewer set up on computer images. It is recommended that you have your administrator change your computer's default image viewer to Windows Photo Viewer (or similar program) so you don't have to save a copy every time (this can become very tedious depending on how many crash reports you look at).

We also recommend having your administrator download the Active X control "AlternatIFF":

<http://www.alternatiff.com/>

VI. Administrator Information

Administrators can manage Crash Web user accounts using the online "DMV User Management Application":

<https://trs.ncdot.gov/ummweb/>

However, if an administrator is locked out due to inactivity, they will need to contact Julian Council (jhcouncil@ncdot.gov, 919-861-3061) or Pam Guptill (pguptill@ncdot.gov, 919-861-3689) at the Division of Motor Vehicles (DMV) to have their account reset.